

What's New? Release 3.20



Health Care Facility Edition

Timeline for Changes

- HCAI's spring system release, Release 3.20, goes live on **October 1, 2018**

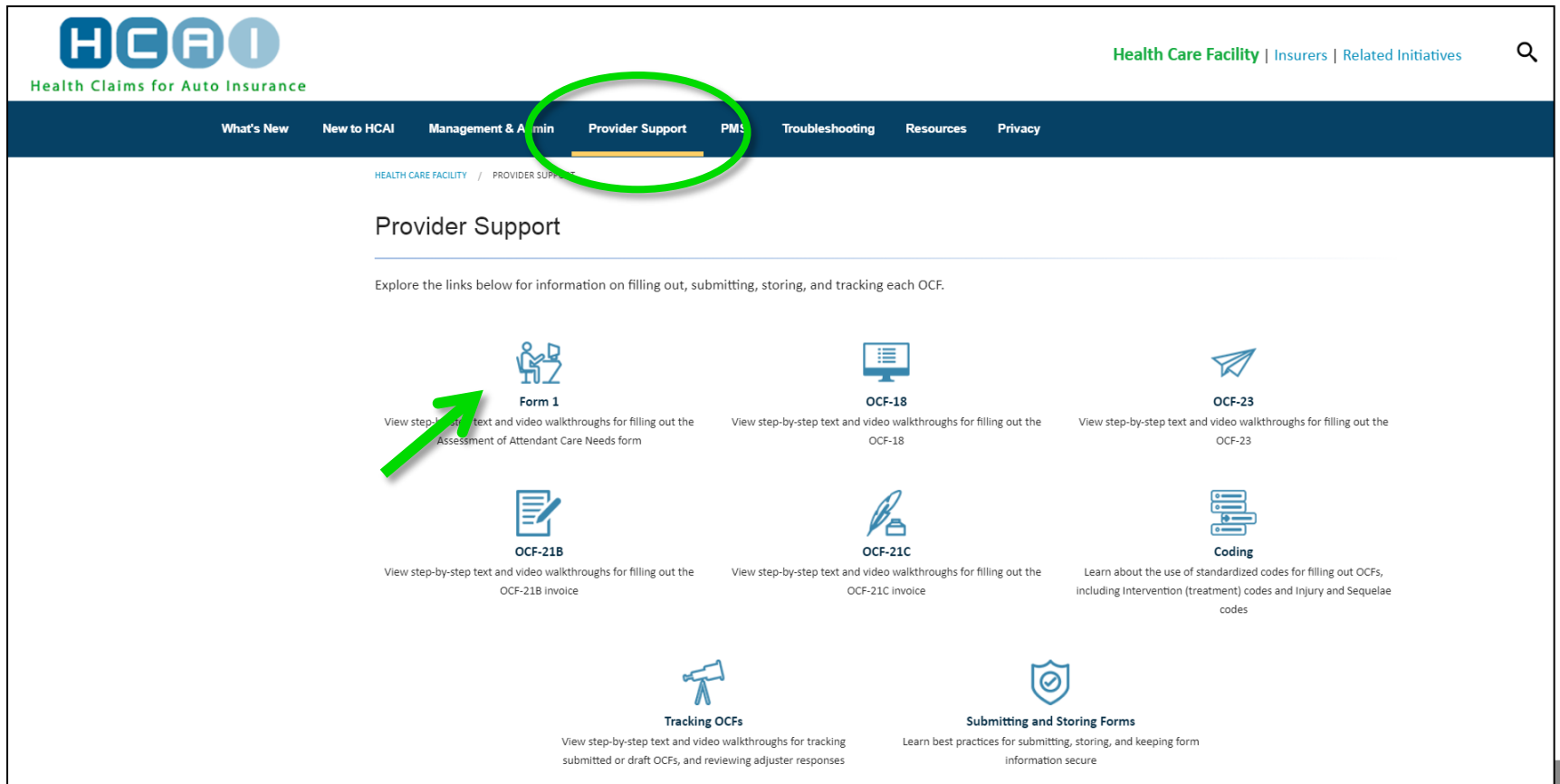
#1 The Form 1 is Mandatory in HCAI

- The **Form 1** is mandatory in HCAI as of October 1, 2018. The Form 1 is used to report the need for attendant care as the result of an automobile accident and may only be completed by an Occupational Therapist or Registered Nurse.
- You should continue to invoice for the Form 1 outside of HCAI.

The screenshot displays the Orchard Rehabilitation HCAI system interface. On the left, the 'Submitted (1 of 1)' section shows a list of submitted forms with a 'CREATE NEW' button highlighted by a green arrow. On the right, the 'Create Form 1' form is shown, featuring a progress bar with 7 steps, a 'CANCEL' button, and 'PRINT' and 'SAVE' buttons. The form is divided into three main sections: 'Claim Identifier', 'Document Identifier', and 'Applicant Information'. The 'Claim Identifier' section includes fields for 'Claim Number', 'Policy Number', and '* Date of Accident'. The 'Document Identifier' section includes 'Document Type: Form 1', 'Date: 2018/08/15', 'Source: Web', 'Version Effective Date: 2016/07/22', and 'Archival Status: Not Archived'. The 'Applicant Information' section includes fields for '* Date of Birth', '* Gender' (Male/Female), '* Last Name', '* First Name', 'Middle Name', '* Address 1', 'Address 2', '* City', '* Province/State' (ON - Ontario), and '* Postal/ZIP Code'.

The Form 1 is Mandatory in HCAI

Visit HCAIinfo's [Provider Support page](#) for step-by-step text and video resources walking you through every part of the Form 1.



HCAI
Health Claims for Auto Insurance

Health Care Facility | Insurers | Related Initiatives

What's New | New to HCAI | Management & Admin | **Provider Support** | PMS | Troubleshooting | Resources | Privacy

HEALTH CARE FACILITY / PROVIDER SUPPORT

Provider Support

Explore the links below for information on filling out, submitting, storing, and tracking each OCF.

- Form 1**
View step-by-step text and video walkthroughs for filling out the Assessment of Attendant Care Needs form
- OCF-18**
View step-by-step text and video walkthroughs for filling out the OCF-18
- OCF-23**
View step-by-step text and video walkthroughs for filling out the OCF-23
- OCF-21B**
View step-by-step text and video walkthroughs for filling out the OCF-21B invoice
- OCF-21C**
View step-by-step text and video walkthroughs for filling out the OCF-21C invoice
- Coding**
Learn about the use of standardized codes for filling out OCFs, including Intervention (treatment) codes and Injury and Sequelae codes
- Tracking OCFs**
View step-by-step text and video walkthroughs for tracking submitted or draft OCFs, and reviewing adjuster responses
- Submitting and Storing Forms**
Learn best practices for submitting, storing, and keeping form information secure

The Form 1 is Mandatory in HCAI

We've updated two reports to reflect your Form 1 transactions:

- **Facility Submitted Plans**
- **Submitted Forms by Insurer**

You may optionally include the Form 1 transactions by clicking the checkbox.

Generate New Report

Please select a report from the following list

Submitted Forms by Insurer ▼

This business-to-business report is designed to assist Health Care Facilities with tracking progress and outcomes for the forms submitted to Insurers in the specified time period. All submitted documents of the selected form type that have not been archived or withdrawn are included in this report.

Select the Document Type

Plans

Include Form 1

Invoices

Select Format

View Online Download Spreadsheet

Select Date Range Criteria

Select Date Range Select All

Start Date: 2018/07/16 End Date: 2018/08/15

GENERATE REPORT

Reports Requested

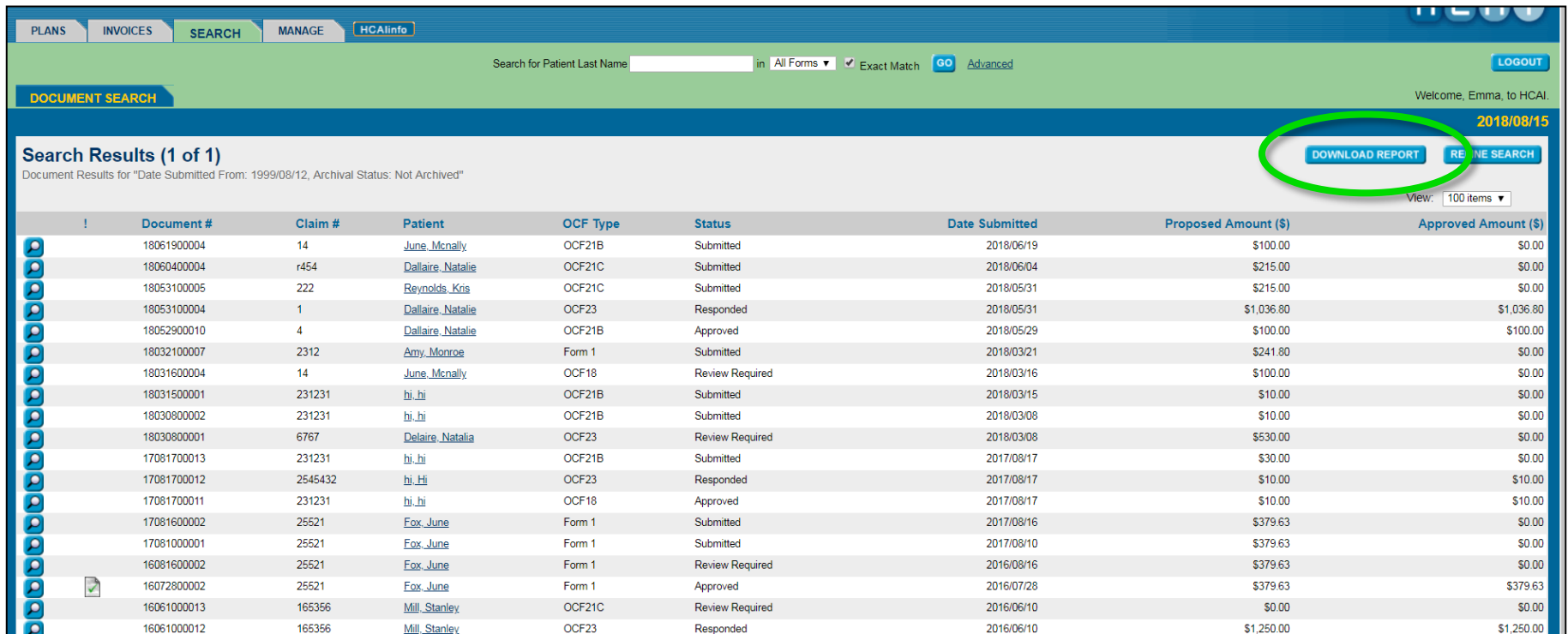
Reports Requested

No report requests have been submitted recently.

The following is a list of all reports you have requested in the last 72 hours. Reports can be viewed when their status is "Completed". To view a report, click the link in the "Report Name" column. For a description of the input values used to generate a report, click the link in the "Report Parameters" column.

#2 Updates to the OCF Search Results

- Users can now view up to 100 results on the **OCF Search Results screen**, in tabular format.
- The results can be downloaded as a .CSV file and easily reviewed in spreadsheet software like Microsoft Excel. This gives you freedom to expand your reporting capabilities and customize your view of OCF data.



The screenshot displays the OCF Search Results interface. At the top, there are navigation tabs for PLANS, INVOICES, SEARCH, and MANAGE, along with a user profile for HCAInfo. A search bar is present with the text 'Search for Patient Last Name' and options for 'All Forms', 'Exact Match', and 'GO'. A 'LOGOUT' button is in the top right corner. Below the search bar, the user is greeted with 'Welcome, Emma, to HCAI.' and the date '2018/08/15'. The main section is titled 'DOCUMENT SEARCH' and shows 'Search Results (1 of 1)' for a specific document. A 'DOWNLOAD REPORT' button is circled in green. Below the search results, there is a table with columns for Document #, Claim #, Patient, OCF Type, Status, Date Submitted, Proposed Amount (\$), and Approved Amount (\$). The table contains 16 rows of data.

!	Document #	Claim #	Patient	OCF Type	Status	Date Submitted	Proposed Amount (\$)	Approved Amount (\$)
	18061900004	14	June, McNally	OCF21B	Submitted	2018/06/19	\$100.00	\$0.00
	18060400004	r454	Dallaire, Natalie	OCF21C	Submitted	2018/06/04	\$215.00	\$0.00
	18053100005	222	Reynolds, Kris	OCF21C	Submitted	2018/05/31	\$215.00	\$0.00
	18053100004	1	Dallaire, Natalie	OCF23	Responded	2018/05/31	\$1,036.80	\$1,036.80
	18052900010	4	Dallaire, Natalie	OCF21B	Approved	2018/05/29	\$100.00	\$100.00
	18032100007	2312	Amy, Monroe	Form 1	Submitted	2018/03/21	\$241.80	\$0.00
	18031600004	14	June, McNally	OCF18	Review Required	2018/03/16	\$100.00	\$0.00
	18031500001	231231	hi, hi	OCF21B	Submitted	2018/03/15	\$10.00	\$0.00
	18030800002	231231	hi, hi	OCF21B	Submitted	2018/03/08	\$10.00	\$0.00
	18030800001	6767	Delaire, Natalia	OCF23	Review Required	2018/03/08	\$530.00	\$0.00
	17081700013	231231	hi, hi	OCF21B	Submitted	2017/08/17	\$30.00	\$0.00
	17081700012	2545432	hi, Hi	OCF23	Responded	2017/08/17	\$10.00	\$10.00
	17081700011	231231	hi, hi	OCF18	Approved	2017/08/17	\$10.00	\$10.00
	17081600002	25521	Fox, June	Form 1	Submitted	2017/08/16	\$379.63	\$0.00
	17081000001	25521	Fox, June	Form 1	Submitted	2017/08/10	\$379.63	\$0.00
	16081600002	25521	Fox, June	Form 1	Review Required	2016/08/16	\$379.63	\$0.00
	16072800002	25521	Fox, June	Form 1	Approved	2016/07/28	\$379.63	\$379.63
	16061000013	165356	Mill, Stanley	OCF21C	Review Required	2016/06/10	\$0.00	\$0.00
	16061000012	165356	Mill, Stanley	OCF23	Responded	2016/06/10	\$1,250.00	\$1,250.00

#3 A Widescreen View of HCAI

- You'll benefit from a new **widescreen view** when visiting HCAI
- You'll notice this update on the Plans, Invoices, Search, and Manage tabs

The screenshot displays the HCAI web application interface. At the top, there's a navigation bar with tabs for PLANS, INVOICES, SEARCH, MANAGE, and HCAInfo. A search bar is present with the text "Search for Patient Last Name" and options for "All Forms", "Exact Match", and "GO". A "LOGOUT" button is in the top right. Below the navigation bar, there are tabs for "WORK IN PROGRESS", "ADJUSTER RESPONSE", and "DRAFT". The main content area is titled "Submitted (1 of 1)" and contains a table of submitted invoices. The table has columns for OCF Type, Invoice #, Patient, Status, and Date Submitted. The data rows show various OCF types (OCF21B, OCF21C) for different patients (June, Dallaire, Reynolds, hi, Mill, Beck) with their respective invoice numbers and submission dates. A "View: 10 items" dropdown is visible on the right side of the table.

OCF Type	Invoice #	Patient	Status	Date Submitted
OCF21B		June	Submitted	2018/06/19
OCF21C		Dallaire	Submitted	2018/06/04
OCF21C	11	Reynolds	Submitted	2018/05/31
OCF21B		hi	Submitted	2018/03/15
OCF21B		hi	Submitted	2018/03/08
OCF21B		hi	Submitted	2017/08/17
OCF21C	02	Mill	Review Required	2016/06/10
OCF21B	01	Beck	Submitted	2016/06/10

#4 Set As Home Page Checkbox

- Check the **“Set as home page”** box, located at the bottom left of every tab, to set the tab as your HCAI home page. You’ll then see the selected tab first upon logging in.

The screenshot displays the Orchard Rehabilitation HCAI system interface. The top navigation bar includes tabs for PLANS, INVOICES, SEARCH, MANAGE, and HCAInfo. The main content area shows the 'Submitted' tab under 'Invoice Management'. A table lists submitted invoices with columns for OCF Type, Invoice #, Patient, Status, and Date Submitted. A green arrow points to the 'Set as home page' checkbox at the bottom left of the page.

	OCF Type	Invoice #	Patient	Status	Date Submitted
<input type="checkbox"/>	OCF21B		June	Submitted	2018/06/19
<input type="checkbox"/>	OCF21C		Dallaire	Submitted	2018/06/04
<input type="checkbox"/>	OCF21C	11	Reynolds	Submitted	2018/05/31
<input type="checkbox"/>	OCF21B		hi	Submitted	2018/03/15
<input type="checkbox"/>	OCF21B		hi	Submitted	2018/03/08
<input type="checkbox"/>	OCF21B		hi	Submitted	2017/08/17
<input type="checkbox"/>	OCF21C	02	Mill	Review Required	2016/06/10
<input type="checkbox"/>	OCF21B	01	Beck	Submitted	2016/06/10

Set as home page | HCAI System Status

#5 Email Address Field Now Mandatory

- When adding a new user, the **e-mail address field** is now mandatory. This will allow all users to take full advantage of upcoming HCAI features, make it quick and easy for you to retrieve your lost password, and allow HCAI to answer inquiries from any user.
- When editing an existing user's information, if that user does not have an email address the system will prompt you to enter an email address before you are able to save.

#5 Use HCAI on a Supported Browser

- As always, we recommend using HCAI with an up-to-date web browser.
- HCAI recommends using **Internet Explorer 11** and Windows 7 for Microsoft Users and **Safari 10** and Mac OS X 10.12 for Mac users.
- We recommend **not** enabling [Compatibility view](#) for HCAI.ca when using Internet Explorer 11.
- Visit HCAIinfo's [Computer Requirements page](#) for more information about recommended settings.

What's Next?

- **Share this document** with individuals at your organization who interact with the HCAI system
- **Keep checking [HCAIinfo](#)** - HCAI's dedicated eLearning resource site—over the coming months for more information